

| | Submitted | Completed | % Complete | Quality | Informed | OnTime | Return Rate | Shop 0to10 | Shop NPS | Ins NPS |
|------------------------------|-----------|-----------|------------|---------|----------|--------|-------------|------------|----------|---------|
| Jan 17 | 112 | 71 | 63.4% | 9.76 | 98.6% | 98.6% | 11.3% | 9.73 | 93.0% | 72.6% |
| Feb 17 | 107 | 64 | 59.8% | 9.92 | 100.0% | 96.9% | 17.2% | 9.86 | 96.8% | 82.5% |
| Mar 17 | 146 | 74 | 50.7% | 9.82 | 97.3% | 95.9% | 5.4% | 9.70 | 91.9% | 83.3% |
| Apr 17 | 139 | 64 | 46.0% | 9.75 | 98.4% | 96.9% | 4.7% | 9.58 | 89.1% | 81.6% |
| May 17 | 126 | 62 | 49.2% | 9.81 | 98.4% | 95.2% | 6.5% | 9.82 | 95.2% | 70.2% |
| Jun 17 | 137 | 68 | 49.6% | 9.88 | 98.5% | 85.3% | 7.4% | 9.74 | 92.6% | 81.5% |
| Jul 17 | 113 | 51 | 45.1% | 9.94 | 98.0% | 100.0% | 11.8% | 9.71 | 90.2% | 64.1% |
| Aug 17 | 145 | 72 | 49.7% | 9.74 | 98.6% | 95.8% | 11.1% | 9.68 | 93.1% | 81.4% |
| Sep 17 | 139 | 42 | 30.2% | 9.74 | 97.6% | 100.0% | 2.4% | 9.79 | 95.2% | 82.4% |
| Oct 17 | 141 | 73 | 51.8% | 9.81 | 100.0% | 98.6% | 6.8% | 9.77 | 91.8% | 73.7% |
| Nov 17 | 123 | 53 | 43.1% | 9.81 | 98.1% | 98.1% | 11.3% | 9.87 | 96.2% | 61.4% |
| Dec 17 | 122 | 65 | 53.3% | 9.85 | 98.5% | 96.9% | 1.5% | 9.86 | 96.9% | 89.8% |
| 12 months | 1550 | 759 | 49.0% | 9.82 | 98.6% | 96.3% | 8.2% | 9.75 | 93.4% | 77.6% |
| CSi Complete Industry | | | | 7.41 | 93.1% | 89.0% | 13.0% | 9.24 | 76.5% | 61.9% |



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